Northwest State
Community College

Office of the President

June 17, 2014

The following resolution was passed by the Board of Trustees of Northwest State Community College at their meeting on June 6, 2014:

CAMPUS COMPLETION PLAN ADOPTED

14-61

Mrs. Barber moved and Mrs. Short seconded the following motion:

WHEREAS, to meet the Ohio Board of Regents requirement that all public institutions of higher education develop a Campus Completion Plan; and

WHEREAS, the purpose of the Campus Completion Plan is to engage in a systemic improvement plan for institution-wide policy and practice change that directly impacts on student persistence and completion; and

WHEREAS, Section 3345.81 of the Ohio Revised Code states that this Plan shall be adopted by the College Board of Trustees no later than June 30, 2014; and

WHEREAS, the President recommends

NOW, THEREFORE BE IT RESOLVED, that the Board of Trustees of Northwest State Community College adopts the Campus Completion Plan effective June 6, 2014.

ROLL CALL: Aye; Barber, Bridenbaugh, Ennen, Erb, Hall, Short, Seibenmorgen, O'Neil.   Nay; None. Thereupon the Chair declared the motion approved.

Thomas L. Stuckey, Ph.D.
President

CONNECTION:
Identifying our students and building relationships with students, parents, schools, and the community.

Improvement Focus Current Status:
1. Overall enrollment is declining. Local high school class sizes are decreasing.
2. There is some confusion about early admit options available.
3. Few students take advantage of prior learning assessment options.

Improvement Objective:
1. Increase enrollment through improved communications with students, parents, and stakeholders in the community.

Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline
Connections to applicants: • Update Letter series • Meet with admissions counselor • Follow-up phone calls • College Open House	Deans of Student Services/ Director of Admissions, Admissions recruiters	Increase # inquiries that convert to applications	% yield of applications to enrollments	Ongoing
Connections to High School students: • Career presentations to HS students • Regular High School Visits • Dual enrollment opportunities ○ Maintain good relationships with HS counselors ○ Provide information programs for students & parents	Deans of Student Services/ Director of Admissions, Admissions recruiters, student services staff	# of early admit students enrolled	% yield rates of high school applicants to enrollments % # of dual enrollment students and success rates	ongoing

o COMPASS testing at HS				
Update Website: • Ensure program information and policy changes are up-to-date. • Improve information available for early admit students • Enhance information on prior learning assessment.	Public Relations, Division Deans, Dean of Student Services, Financial Aid Coordinator, Registrar, VPASS, All departments	Information on website reflects current policies, procedures and programs.	# of hits to website. Student surveys # of students requesting/receiving prior learning assessment credit	Complete a major review of website content during FY 15, with ongoing updates.

FIRST-YEAR ENTRY:
Engaging our student in the college community to persist through completion of gateway courses (completion of 12 credit hours)

Improvement Focus Current Status:
1. Students do not always understand college expectations.
2. Lack appropriate assessment/ guidance for underprepared students
3. Undecided students are not selecting majors soon enough
4. Students are not coded correctly in the system to allow for correct advising (changing majors)

Improvement Objective:
1. Enhance student knowledge and understanding of college expectations.
2. Improve assessment of student readiness.
3. Enhance advising strategies for all students.

Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline
Provide orientation programs: • Mandatory orientation for new, degree-seeking students, FTF or online prior to registration.	Dean of Student Services, Student Resource Center staff, Division Deans, advisors, VP for Academics & Student Services (VPASS)	Number of students completing orientation, student satisfaction	Feedback on student surveys, % of student registering after orientation Retention of students term to term	Offer prior to the beginning of semester FY 15
• Orientation for all early admit students – expand to include all dual enrollment	Early admit advisors, Dean of Student Services, Division Deans, VPASS, advisors	Number of students completing orientation, student satisfaction	Feedback on student surveys, Retention of students term to term	PSEO – FY 15; expand to all dual enrollment FY16
• Create an optional online orientation for transfer and	Dean of Student Services, Student Resource Center staff, Division Deans, advisors, VP for Academics	Number of students completing orientation, student satisfaction	Feedback on student surveys, % of student completing orientation	FY16

returning students that introduces myNSCC , Learning management system, & services available	& Student Services (VPASS)		Retention of students term to term	
Assessment of student readiness: • Encourage students to review prior to taking placement test (online resources, bootcamp). • Students complete ACT or COMPASS testing. Have all students watch the video regarding the types of math courses if test into dev ed math. • Refer to ABLE if indicated	Admission Recruiters, Admission Director, Dean of Student Services, Division Deans, advisors, faculty	Total # of students testing compared to # needing dev ed courses	% of new students requiring dev ed courses. Success rate in developmental courses.	Review is currently available
• Require completion of online distance learning readiness assessment prior to enrollment in an online course.	Distance Learning Coordinator, Distance Learning Committee, VPASS, Faculty, Advisors	Number of students registered in online courses and completion rates.	% of students successfully completing online course is comparable to FTF course	Begin assessment for Fall 2014 registrations

Enhance Advising experience for students:
• Develop an Advising Center
  o Provide faculty/advisor training – intrusive advising, best practices with at-risk students.
  o Ensure students are taking dev ed courses first
	Dean of Student Services, VPASS, Division Deans, Advisors, Faculty	Utilization of advising services.	Student satisfaction survey #of students utilizing advising services	Establish advising center during FY15.
				Advising training during FY15

				Ongoing
o Require GSD100 for students testing into 2 or more Dev. Ed courses				
• Career Peer Advising Initiative o Contact all undecided students o Utilize group advising	Career Coordinator	Undecided students select major by completion of 15 credits.	# of students participating in peer advising % of students participating that select a major # of students that seek career services.	Launch career peer advising initiative FY15
• Enhance career advising for all students.	Career Coordinator			
• Assign faculty advisors to students on a weekly basis; notify students of advisor assignment.	Registrar, IT, Division Deans & Secretaries,	Students will know who their advisor is.		Ongoing
• Assign Completion Coach to at-risk students in gateway courses	Completion Coaches, Dean of Student Services, Faculty	At-risk students are successful in courses attempted.	Student success rate in gateway courses. Student satisfaction surveys.	Ongoing

STUDENT PROGRESS:
Entry into the course of study to 75% of requirements completed. Students are on-track, persistent, and making progress towards their degree.

Improvement Focus Current Status:
1. Students are not always aware of requirements for degree completion.
2. Slightly over 1/3 of faculty utilize the early warning system.
3. Students remain in good academic standing until 15 credits have been completed, despite GPA.

Improvement Objective:
1. Ensure students have an academic plan that is being followed
2. Improve Student Attendance
3. Connect students with appropriate resources sooner.

Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	
Enhance Academic Advising • Advising for late registrations o Course Add policy updated: Students cannot register for a class without faculty permission once a class has met or within 2 days for an online course.	Deans, Faculty, registrar	Decrease in number of late registrations	Number of add/drops during the first week of class. Success rate of "Late registration" students.	Implemented Sp 14
• Utilize online grade book to inform students of progress in all courses. o Train all faculty on Learning Management System	Faculty, Deans, VPASS	Students will know their standing in a course.	% of faculty utilizing online grade book.	Faculty training FY 15, utilize LMS in all courses FY16

*Create Advising Center	Registrar, VPASS, Faculty advisors, Division Deans	Utilization of advising services.	Student satisfaction survey #of students utilizing advising services	Establish FY15

*Utilize DegreeWorks (academic planning tool) to its full capacity.
  o Ensure students know how to access program
  o Advisors utilize worksheet and planner for advising.
  o Ensure programs in Degree Works are updated with curriculum changes
	Registrar, VPASS, Faculty advisors, Division Deans	Students will know how to access their academic plan.	Survey students and faculty on use of DegreeWorks.	Survey during FY15,

Refer students to services in the Student Success Center / Resource Center.
  • Utilize Early Warning system to report student issues.
    o Encourage faculty to report student issues early in semester.
    o Utilize course/program assessment data to enhance student learning
    o Promote tutoring services
	Retention Coordinator, Faculty,	Increase in % of faculty that utilize system.
		
		Decrease in % of students withdrawing.
		Increase in % of students passing course.
			Number of faculty that utilize the system.
			% reporting within first 3 weeks of term
			
			Number of students reported.
			  • % of students withdrawing each term
			  • % of students enrolled at the end of the term with a passing grade.
			  • Retention to the next semester.
			  • # of students utilizing tutoring services and course completion rate.
				Ongoing

Utilize Completion Coaches with at-risk students	Completion Coaches, Dean of Student Services, Faculty, Division Deans	Students are successful and retained	# of students assigned to completion coach. ○ Student retention term to term ○ Completion rates of students ○ Student satisfaction survey	Ongoing
Academic Probation / Suspension Workshop	Retention Coordinator	Students will improve their GPA	Success rates of students following participation in workshop. Student retention term to term. # of students on academic probation / suspension	Ongoing
Implement new Policy: ○ Student repeat policy – requires students to meet with an advisor prior to repeating a course a second time, discuss success plan	Advisors, faculty, Division Deans, VPASS	Students are successful in course on next attempt and utilize support services as needed.	Number of students repeating courses for second time. Course completion rates of repeating students.	Implement Fall 2014
○ Academic Progress – Students will be placed on probation within in the first 15 credits taken for low GPA. Requires probation workshop earlier.	VPASS, Registrar, Retention Coordinator. Division Deans, advisors	Students will be connected to support services earlier.	Number students on academic probation / suspension at the end of the term. # of students utilizing tutoring services.	Implement Fall 2014

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STUDENT COMPLETION:
Certificate or associate degree completion. Includes transfer to 4-year institution after completion of minimum of 12 college credits.

Improvement Focus Current Status:
1. Students must apply for graduation and pay a graduation fee to receive a certificate or degree.

Improvement Objective:
1. Increase the number of students completing degrees, certificates or transferring to another institution.

Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline

Financial Aid Default prevention plan
  o Ensure students receive Financial aid counseling
  o
	Financial Aid Coordinator & staff	% of students in default below state & national average	Student loan default rates	Ongoing

Ensure information is current in state transfer system (Transferology).	Transfer Coordinator, Registrar, Division Deans, VPASS	Increase in # of students who transfer	# of students who transfer	Review information and update as needed in FY15; ongoing

Develop policy and procedures to automatically award certificates and degrees to students.
  • Do not require application
  • Evaluate graduation fee
  • Mandatory advisor meeting mid-degree to assess progress
	Registrar, VPASS, Deans, IT, Faculty Advisors	Increase in # of students completing	Number of certificates / degrees awarded	Develop FY15 for implementation in FY16

WORKFORCE:
Curriculum / Programs are current to labor market needs or transfer institutions.

Improvement Objective:
1. Curriculum / Programs lead to jobs or transfer to programs at four-year institutions.

Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline
Curriculum Review for: ○ Review academic degrees for # of credit hours. ○ Currency of curriculum based on advisory committee feedback ○ Utilize assessment data to enhance student learning ○ Capstone requirements that include internships or co-op experiences	VPASS, Division Deans, Faculty	Associate degrees between 60-65 credit hours. Responses on graduate survey	# students graduating by major % of programs with capstone course. Job Placement rates Transfer rates	Ongoing during scheduled program review every 4 years.

OTHER:				

Improvement Focus Current Status:
The college does not have an institutional researcher position. Individuals or departments request data resulting in different definitions being used and data being reported differently that appear to be similar.

Improvement Objective:
1. Develop consistency in data definitions so that reports can be more consistent to facilitate data comparison.

Strategy/Initiative: What will we do differently? What are the actions steps for intervention?	Leadership /Others: Title of who is responsible/ titles of individuals needed to support or bolster change	Outcome Indicator: What will be our outcome indicator of success?	Measure: How will we measure success?	Timeline
Continue to develop data definitions and work with IT to develop reports that are more consistent as well as easily accessible to the campus community.	VPASS, Deans, IT, Faculty	More data is utilized is available and utilized.	Data is available and shared across campus.	Ongoing